

## **BUILDING SKILLS FOR CRISIS INTERVENTION TEAMS**

The Building Skills for Crisis Intervention Teams training program has been designed to provide participants with direct application and practice of skills for crisis intervention techniques. The program emphasizes a broadening of the knowledge base concerning critical incident stress interventions as well as the practice of each application. At the conclusion of this educational program the participants will have practiced specific, proven strategies to intervene with those suffering the ill effects of their exposure to trauma.

This program has been developed for Employee Assistance Programs, human resources staff, public safety personnel, mental health professionals, chaplains, paramedics, firefighters, physicians, police officers, nurses, dispatchers, airline personnel and disaster workers to increase mastery and confidence in the skills learned during the CISM: Group Intervention CISM: Individual Crisis Intervention, CISM: Advanced Crisis Intervention, and Strategic Response to Crisis courses. It will use exercises, role plays, videos, and discussion to rehearse and practice skills in providing for:

- Organizing a Response
- Crisis Management Briefings
- One-on-One interventions
- Defusings
- CISD
- Post Action Staff Support

It will also be useful for those who are working extensively with traumatized victims from various walks of life.

### **Day One: 8:30 to 4:30**

- Introductions of staff and participants
- Review of the objectives
- Review of the phases and purposes of CI activities
- Practice Organizing a Response
- Importance of Introductions
- Practice of Introduction
- Practice CMB
- Review the “themes heard” and techniques used
- Review teaching and give alternatives
- Review of the Importance of Listening
- Listening techniques and role plays, video clips and discussion
- Practice of One-on-One skills
- Challenging Comments Game

### **Day Two: 8:30 to 4:30**

- Review of Defusing steps and purposes
- Practice Defusing
- Review the “themes heard” and techniques used
- Identify alternative techniques to accomplish the goals of a CISD
- Review teaching and give alternatives
- Review of CISD steps
- Practice tabletop CISD and process the experience
- Review the “themes heard” and techniques used
- Identify alternative techniques to accomplish the goals of a CISD
- Review teaching and give alternatives
- Practice CISD Role Play and discussion
- Review the “themes heard” and techniques used
- Identify alternative techniques to accomplish the goals of a CISD
- Review teaching and give alternatives

### **General Continuing Education Credits:**

*14 Contact Hours; 14 CE Credits for Psychologists; 14 PDHs for EAPs; 14 CE Hours for Calif. MFTs & LCSWs; 16.8 Nursing Hours; OR 1.4 general CEUs from University of Maryland Baltimore County*

Completion of The CISM: Group Crisis Intervention class and receipt of a certificate indicating full attendance (14 Contact Hours) qualifies as a n elective class in ICISF's Certificate of Specialized Training Program.

### **Learning Materials:**

The instructor will supply handouts of the PowerPoint presentation used in this course. Lecture and discussion will be the primary learning activities, along with the use of small group activities. A short post-test will also be used to measure learning.

### **Assignments:**

Participants are expected to actively engage in dialogue with the instructors and other participants during interactive segments of the course.

### **Evaluation:**

There will be an opportunity for the participants to complete an evaluation of the course and the instructor. Depending on the requirements of the hosting organization, there may be a short post-test of the material at the end of the seminar.